AZ Draft
Meter and Data Exception Notice
Process
(MADEN)
February 2000

Introduction

The ESPs are recommending the MADEN process to the AZ UDCs. The purpose of this process is to establish a bi-directional communication for Meter and Data Exception issues, which is currently not available to Market Participants in AZ.   This process will assist the market and the UDCs to produce timely bills to their mutual customers.

The process framework was modeled from the California Meter and Data Exception Process. While consistency is an important Market issue, workarounds due to system and costly system reworks by the UDC's and some ESPs should be considered in adopting this process.

The MADEN process achieves a uniformed process to resolve meter and meter read issues in a timely and efficient manner for the mutual benefits of our electric customers.

METER & DATA EXCEPTION NOTICE (MADEN)

Objective

The objective of the Meter & Data Exception Notice is to
- establish bi-directional communication.
- have timely resolution of metering reading and metering issues and integrate established dates for settlement.
- facilitate problem resolution and root cause analysis.
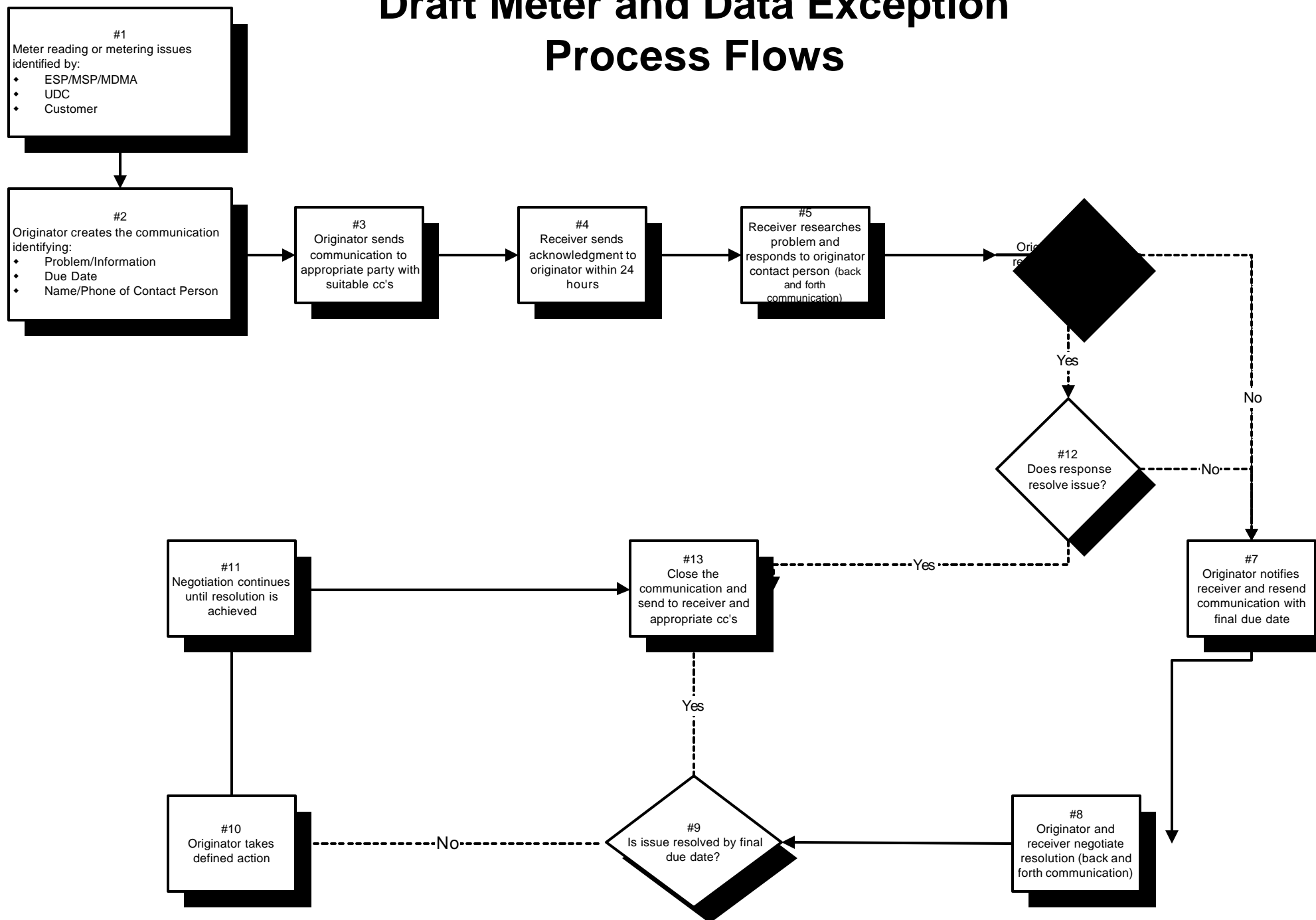
Purpose

The METER & DATA EXCEPTION NOTICE (MADEN) process is used to formally communicate meter reading, billing and metering issues between ESP, Market Participants and the UDCs. The process is initiated by any market participant when the issue is an "exception" or outside the normal process. This process will be initiated each time there is a billing, meter reading or metering issues occur and communicated a minimum of daily.

Process Overview

- This process is not intended to be a statewide performance tracking for billing, meter reading or metering issues.

- When a billing, meter reading or metering issue exception has been identified by a UDC, ESP, MSP or MRSP a MADEN transaction should be sent to the appropriate party for resolution.

- Each MADEN will be identified by category standard type, status and due date. (refer to MADEN type Matrix). It is the responsibility of the originator to use the pre-established standards and establish the due date per the standard.

- It is the responsibility of the respondent to meet the due dates. The ESP is accountable for all actions on their behalf by sub-contractors.

- The originator <u>will have the option</u> to take appropriate actions if the deadline is not met.

- In cases where the response solves the immediate issue but not the root cause of the issue, the MADEN may remain open.

- The UDC's will send all MADENs to the ESP. The UDCs will send a copy to the MRSP of record as authorized by the ESP. If an originator has an issue it will be sent to the receiver as soon as possible, or the same day.

- The Originator is encouraged to transmit MADENs at a minimum on a daily basis.

- The due date for MADEN missing data is driven by settlement requirements. If the settlement time is changed, the MADEN process will comply with the new timeframe.

Draft Meter and Data Exception Process Flows

#1
Meter reading or metering issues identified by:
- ESP/MSP/MDMA
- UDC
- Customer

#2
Originator creates the communication identifying:
- Problem/Information
- Due Date
- Name/Phone of Contact Person

#3
Originator sends communication to appropriate party with suitable cc's

#4
Receiver sends acknowledgment to originator within 24 hours

#5
Receiver researches problem and responds to originator contact person (back and forth communication)

Orig... re...

Yes

No

#12
Does response resolve issue?

No

#11
Negotiation continues until resolution is achieved

#13
Close the communication and send to receiver and appropriate cc's

Yes

#7
Originator notifies receiver and resend communication with final due date

Yes

#10
Originator takes defined action

No

#9
Is issue resolved by final due date?

#8
Originator and receiver negotiate resolution (back and forth communication)

4

MADEN General Information

1. MADEN Contact information is established between the ESP and UDC.   This will establish the communication requirements for the MADEN process with the UDC. (Registration Process)

2. The UDC, ESP, MSP or MRSP may initiate a METER & DATA EXCEPTION NOTICES. (If it's generated by other than ESP, the ESP must be copied.)

3. The originator will assign a unique number beginning with the ESP ticker symbol or ESP identifier. This will be required for each METER & DATA EXCEPTION NOTICE, one METER & DATA EXCEPTION NOTICE will be assigned to each billing, meter reading or metering issue.

4. The originator will complete provide the information using the pre-established METER & DATA EXCEPTION NOTICE Types and required time frames to the contact of record e-mail address as defined in the MADEN registration process. (See proposed Standard MADEN Matrix)

5. The Receiver acknowledges receipt within one business day.

6 The receiver completes the information required within the timeframe and sends the information to the designated e-mail as identified in registration process.

7. The UDC will copy the MRSP on all METER & DATA EXCEPTION NOTICEs sent to the ESP unless other arrangements are made in the MADEN registration process.

8. The METER & DATA EXCEPTION NOTICE will remain open until the ESP and or the UDC satisfactorily resolve the issue. It is the ESP responsibility to ensure the issue is closed and any issues on their behalf are completed on time.

Meter Data Exception Notice – Standard Message Index

CODE	CATEGORY – METER SERVICES
3001 - 3002	Safety
3101	General
3100	Miscellaneous (Scheduling)
3203	And/or MRSP Maintenance
3200 - 3201	Maintenance
3300	Non-Compliant

CODE	CATEGORY – GENERAL COMMUNICATION
8001	General Communications
8000	Safety

CODE	CATEGORY – MRSP
1103	Read
1000 - 1004	Data
1100 - 1102	General

CODE	CATEGORY – ACCOUNT MAINTENANCE
9000 – 9001	Account Maintenance

Meter and Data Exception Notice – Standard Message Reference Matrix

Code	Category	MADEN TYPE	DESCRIPTION	Maximum Required # of Days for Reply	Action Item (Minimum Text Standard)
3001	Meter Services - Safety	Hazardous Condition- Meter Replaced	Situations where unsafe conditions exited- Situation is corrected	3 days (follow normal meter install process if the Meter was removed)	▪ Meter replaced ▪ If joint meeting required call UDC Contact
3002	Meter Services - Safety	Hazardous Condition Existed - Service Disconnected	Situations where unsafe conditions existed. Situation is corrected. Example; there was a fire which caused the service to be disconnected	Notification	N/A
3100	Meter Services - Miscellaneous (Scheduling)	Joint Meet – Outside of the Scheduling Process	Meeting of the UDC and an external party at the site (scheduling) Joint Meet required for - Substation access - Other	N/A	Notification to MSP that Joint Meet is required because Meter and Data Exception Notice – Standard Message Reference Matrix _____
3203	Meter Services and/or MRSP - Maintenance	Meter Repair/Replacement	Meter requires repair or replacement i.e.; glass broken or Meter ID sticker has fallen off the meter	5 days	▪ Meter may need to be repair or replaced because _____.
3200	Meter Services - Maintenance	Meter Test	Test for meter accuracy because the bill may be too high or low	5 days	**Meter requires testing because _____ If the UDC is able to provide the high or low Information it will be included in the Comment Section**

Meter and Data Exception Notice – Standard Message Reference Matrix

CODE	Category	MADEN TYPE	DESCRIPTION	Maximum Required # of Days for Reply (Note: Time must be adjusted to fit varying dates in cycles)	Action Item (Minimum Text Standard)
3201	Meter Services - Maintenance	CT/VT Request	Panel service upgrade information	N/A	Replace Meter Provide Info Return Meter
3300	Meter Services – Non-Compliant	Non-Compliant Install	Action taken without proper DA procedure/protocol, No DASR or Meter information not provided	3 days	▪ No DASR on File ▪ No Meter information submitted ▪ Meter information Missing
8001	General Communications	Notification	Communicating information – This may or may not require any action and or response from either the originator or receiver. Example: Used to communicate New Service or upgrades, irregular usage (could be temporary or permanent)	N/A	Insert Concise info UDC/ESP specific
8000	General Communication - Safety	Safety Notification	Communicating information which are safety related such as bad dog etc.	N/A	Insert Concise info
1103	MRSP - Read	Non-scheduled Read	A read verification has been requested	5 days	Read Required because_____
1000	MRSP - Data	Missing Data – No Data	No Data received, has data gaps	SRD+5 days	No data has been posted from _____ to _____

Meter and Data Exception Notice – Standard Message Reference Matrix

CODE	Category	MADEN TYPE	DESCRIPTION	Maximum Required # of Days for Reply (Note: Time must be adjusted to fit varying dates in cycles)	Action Item (Minimum Text Standard)
1001	MRSP - Data	Missing Intervals	Data received, has data gaps	SRD+5 Days	Data received, has data gaps from XX/XX/XX to XX/XX/XX File Name
1002	MRSP - Data	Incorrect Start and End Time for Intervals	Data does not meet expected start time or end time	SRD +5	Post Data from XXXX to XXX
1100	MRSP - General	Invalid File format	File Received invalid format	1 Day	Re-post in the correct format
1003	MRSP - Data	Missing KVARH	File Received Missing KVAR	SRD+5 days	KVARH data has not been posted from _____ to _____ file File Name:_____

CODE	Category	MADEN TYPE	DESCRIPTION	Maximum Required # of Days for Reply (Note: Time must be adjusted to fit varying dates in cycles)	Action Item (Minimum Text Standard)
1004	MRSP - Data	Usage Demand Out of normal range	Usage Demand not characteristic of customer usage	SRD+5 days	Data received from _____ to _____ is too high or too low
1101	MRSP - General	Site – Access Issue Missing Read	Unable to get the read due to an access problem (snow, inclement weather)	SRD+5 Days Seasonal	Unable to gain access due to _____
9000	Account Maintenance	Read Cycle change (Optional Use)	Notification by the UDC of a customer read cycle	30 days prior to cycle change	Read cycle changed from XX to read cycle YY effective XX/XX/XX

Meter and Data Exception Notice – Standard Message Reference Matrix

CODE	Category	MADEN TYPE	DESCRIPTION	Maximum Required # of Days for Reply (Note: Time must be adjusted to fit varying dates in cycles)	Action Item (Minimum Text Standard)
9001	Account Maintenance	Turn Off (Optional Use)	Customer has requested power be discontinued at the site on a specific date ▪ Change in ownership ▪ Site being demolished ▪ Purposes for MRSP Polling	N/A	Service will be turned off XX/XX/XX Poll Meter hourly from midnight until turn off (?)
1102	MRSP - General	Meter ID Mismatch	(ESP/UDC/MRSP) Meter doesn't match or cannot be found in the UDC or ESP records (depends on who originates) Meter Removed and the meter is not updated with the UDC or the ESP doesn't match me Duplicate number.	SRD+ 5 days	Meter ID posted does not match Meter ID. Records show _____
3101	Meter Services-General	Meter Install/Removal Notice Discrepancy	There is a discrepancy in the meter form to the actual install information including MIRN not returned, late paperwork, not rescheduled	TBD	TBD

ESTIMATED FREQUENCY EVENT MAY OCCUR

CODE	Category	MADEN TYPE	DESCRIPTION	Estimated Frequency Event may Occur
3001	Meter Services - Safety	Hazardous Condition- Meter Replaced	Situations where unsafe conditions exited- Situation is corrected	Twice a year
3002	Meter Services - Safety	Hazardous Condition Existed - Service Disconnected	Situations where unsafe conditions existed. Situation is corrected. Example; there was a fire which caused the service to be disconnected	Twice a year
3100	Meter Services - Miscellaneous (Scheduling)	Joint Meet – Outside of the Scheduling Process	Meeting of the UDC and an external party at the site (scheduling) Joint Meet required for - Substation access - Other	Weekly
3203	Meter Services and/or MRSP - Maintenance	Meter Repair/Replacement	Meter requires repair or replacement i.e.; glass broken or Meter ID sticker has fallen off the meter	30 times a year
3200	Meter Services - Maintenance	Meter Test	Test for meter accuracy because the bill may be too high or low	Monthly
3201	Meter Services - Maintenance	CT/VT Request	Panel service upgrade information	Monthly
3300	Meter Services – Non-Compliant	Non-Compliant Install	Action taken without proper DA procedure/protocol, No DASR or Meter information not provided	Monthly
8001	General Communications	Notification	Communicating information – does not require any action and or response	Daily
8000	General Communication Safety	Safety Notification	Communicating information which are safety related such as bad dog etc.	Monthly

Meter and Data Exception Notice – Standard Message Reference Matrix

CODE	Category	MADEN TYPE	DESCRIPTION	Estimated Frequency Event may Occur
1103	MRSP - Read	Non-scheduled Read	A read verification has been requested	Weekly
1000	MRSP - Data	Missing Data – No Data	No Data received, has data gaps	Daily
1001	MRSP - Data	Missing Intervals	Data received, has data gaps	Daily

CODE	Category	MADEN TYPE	DESCRIPTION	Estimated Frequency Event may Occur
1002	MRSP - Data	Incorrect Start and End Time for Intervals	Data does not meet expected start time or end time	Daily
1100	MRSP - General	Invalid File format	File Received invalid format	Daily
1003	MRSP - Data	Missing KVARH	File Received Missing KVAR	Daily
1004	MRSP - Data	Usage Demand Out of normal range	Usage Demand not characteristic of customer usage	Weekly
1101	MRSP - General	Site – Access Issue Missing Read	Unable to get the read due to an access problem (snow, inclement weather)	Monthly
9000	Account Maintenance	Read Cycle change (Optional Use)	Notification by the UDC of a customer read cycle	Monthly
9001	Account Maintenance	Turn Off (Optional Use)	Customer has requested power be discontinued at the site on a specific date ▪ Change in ownership ▪ Site being demolished ▪ Purposes for MRSP Polling	Weekly
1102	MRSP - General	ID Mismatch	(ESP/UDC/MRSP) Meter doesn't match or cannot be found in the UDC or ESP records (depends on who originates) Meter Removed and the meter is not updated with the UDC or the ESP doesn't match me Duplicate number.	Daily
3101	Meter Services- General	Meter Install/Removal Notice Discrepancy	There is a discrepancy in the meter form to the actual install information including MIRN not returned, late paperwork, not rescheduled	TBD

Meter and Data Exception Notice – Example of File Format

FIELD	DESCRIPTION	FIELD NAME	REQUIRED/OPTIONAL	FIELD LENGTH	ALPHA/NUMERIC
Originator Name	Sender Name		R	50	A
Originator ID	Sender DUNS		R	10	N
UDC Name			R	50	A
ESP Name			R	50	A
ESP ID	ESP DUNS		R	10	N
MADEN Number			R	20	AN
MADEN Type			R	20	A
Status	Open/Closed		R	1	A
Date Sent			R	10	N
Due Date			R	10	N
Date Closed			R	10	N
MRSP Name			R	50	A
MRSP ID	MRSP DUNS		R	10	N
Contact Name	Sender contact name		R	20	A
e-mail			R	20	A
Phone			O	20	N
Fax			O	20	N
Customer Name	End-use customer name		R	50	A
Service Address			R	50	AN
City			R	30	A
Meter ID			R	20	AN
UDC Account Number			R	20	N
Action Required	Standardized MADEN format		R	64k	AN
Comments			R	64k	AN
Respondent ID			R	10	N
Email			R	20	A
Phone			O	20	N
Date Responding			R	10	N
Comments			R	64k	AN

File Description
- The standard message type will remain static unless formal edits are reviewed and agreed using the AZ Change Management
- E-mail or CSV transmission could be an interim solution until the process volume, speed or accuracy quality is an issue for the market.

Title	Description
ESP ID	ESP Ticker Symbol
UDC ID	UDC Ticker Symbol
METER & DATA EXCEPTION NOTICE #	Originator Ticker symbol followed by unique #
METER & DATA EXCEPTION NOTICE TYPE	**(NOTE: REFER TO METER & DATA EXCEPTION NOTICE MATRIX for STATUS, TYPE and REQUEST STANDARD RESPONSE TEXT)**
STATUS	New: First time METER & DATA EXCEPTION NOTICE Initiated Resend: Data was previously sent for the same METER & DATA EXCEPTION NOTICE Pending: METER & DATA EXCEPTION NOTICE not completed Closed: METER & DATA EXCEPTION NOTICE has been completed **(NOTE: REFER TO METER & DATA EXCEPTION NOTICE MATRIX for STATUS, TYPE and REQUEST STANDARD RESPONSE TEXT)**
DUE DATE/Action Date	Date Due (received on or before this date by 3:00 P.M.)
DATE OPENED	Date METER & DATA EXCEPTION NOTICE sent to ESP
DATE CLOSED	Date METER & DATA EXCEPTION NOTICE was closed by the Originator
MRSP ID	MRSP Ticker Symbol
MSP ID	MSP Ticker Symbol
CONTACT NAME	Person questions can directed to regarding the METER & DATA EXCEPTION NOTICE
E-MAIL	
PHONE	
FAX	
CUSTOMER NAME	Customer of Record
ADDRESS	Customer Address
CITY	Customer City
METER ID	Specific Meter which has the issue
UDC ACCOUNT NUMBER	Service Account Number
ESP ACCOUNT NUMBER	
Action Required	Standard definition of the METER & DATA EXCEPTION NOTICE Request, specific to METER & DATA EXCEPTION NOTICE Type, in the case of missing data the specific file name will be required. **(NOTE: REFER TO METER & DATA EXCEPTION NOTICE MATRIX for STATUS, TYPE and REQUEST STANDARD RESPONSE TEXT)**

Comments (Originator)	Freelance area for any additional comments specific to the METER & DATA EXCEPTION NOTICE
Comments (Respondent)	Comments should be concise and meet the response requirements